

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 142

Board of Tax Appeals

Mission

The Board of Tax Appeals maintains public confidence in the state tax system and assures uniformity of taxation by timely adjudication of taxpayer and taxing authority appeals in a convenient, economical and unbiased forum.

Goal Resolve all state tax appeals in a timely, convenient, and economical manner by issuing comprehensive written decisions that are based on state statutes, case law, and Board precedent and that provide uniformity of taxation.

Performance Measure Average turnaround time (in months) for standard appeals from filing of a notice of appeal to closure.

	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome Estimate				6.5				7.0
Actual				7.7				10.1
Date Measured								6/30/2001

Performance Measure Number of appeals closed.

	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Output Estimate				1,500				1,350
Actual				1,072				1,130
Date Measured								6/30/2001

Performance Measure Percentage of decisions issued within one year of the filing of a Notice of Appeals.

	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome Estimate				80%				85%
Actual				93%				73%
Date Measured				6/30/2000				6/30/2001

Performance Measure Percentage of decisions issued within 90 days of the hearing.

	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome Estimate				85%				90%
Actual				92%				63%
Date Measured				6/30/2000				6/30/2001

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Performance Measure Average cost per appeal closed.

	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Efficiency Estimate				\$530				\$750
Actual				\$885				\$883
Date Measured				6/30/2000				6/30/2001